IT Consolidation

NC Department of Cultural Resources

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Agenda

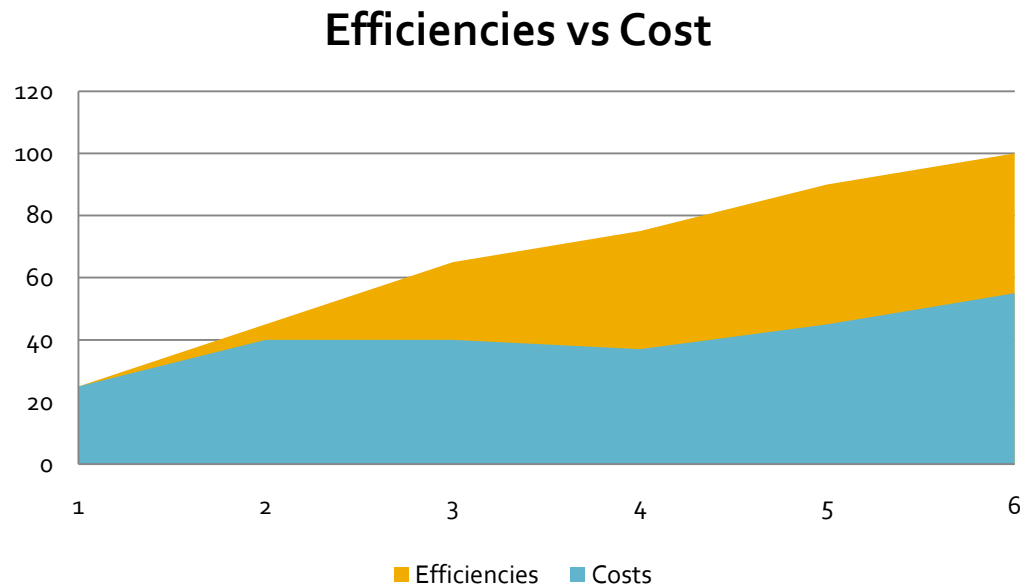**A Clear Definition** — What should consolidation mean to your agency your business

Services — Summary of DCR IT expenditures pre-consolidation and post-consolidation.

Cost — Improvements to SB 991 to better consolidation and support of the project.
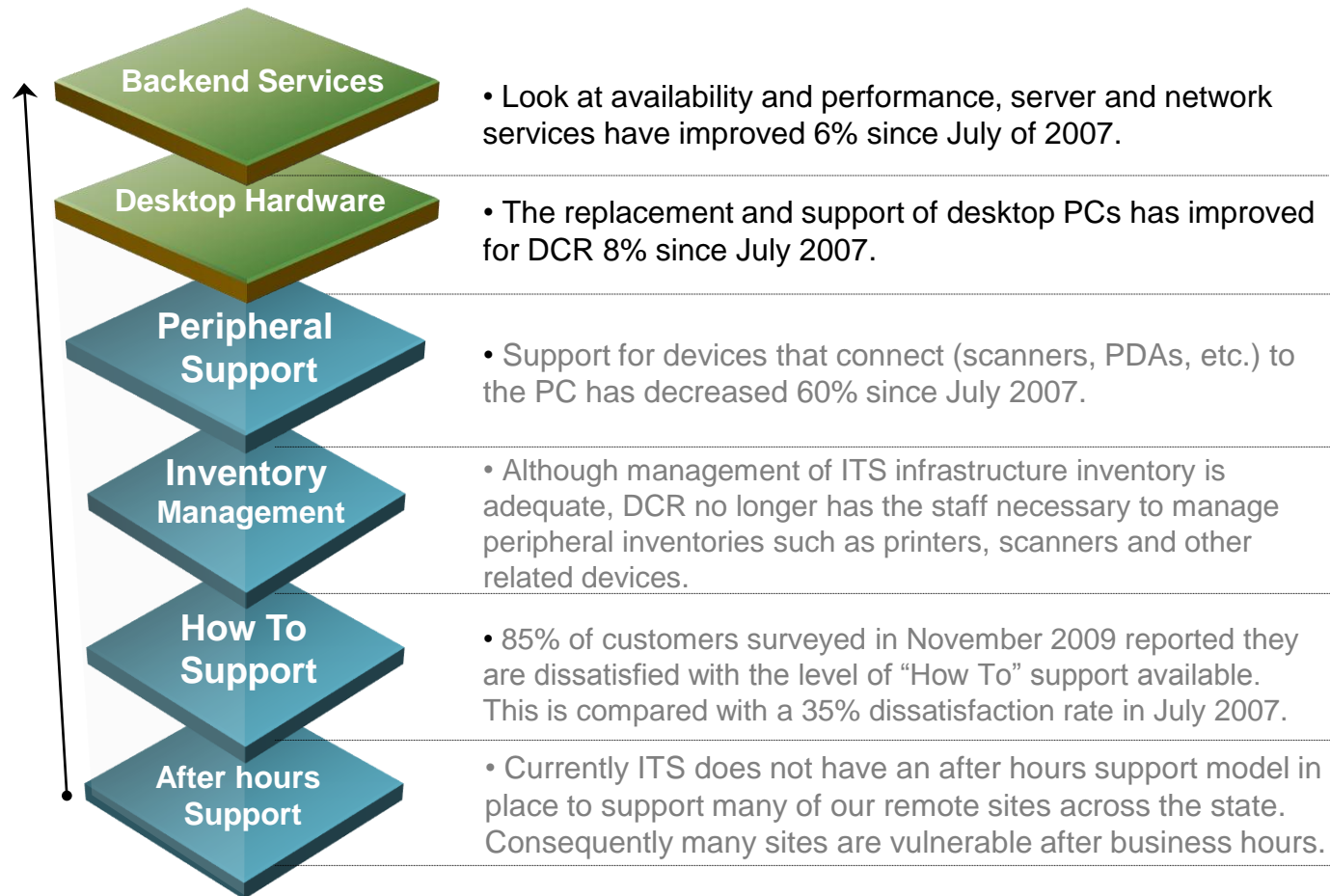
Clear Definition of Consolidation

◆ **The IT consolidation is designed to promote and create <u>efficiencies</u> in a business at a reasonable financial load to the business (Agency)**
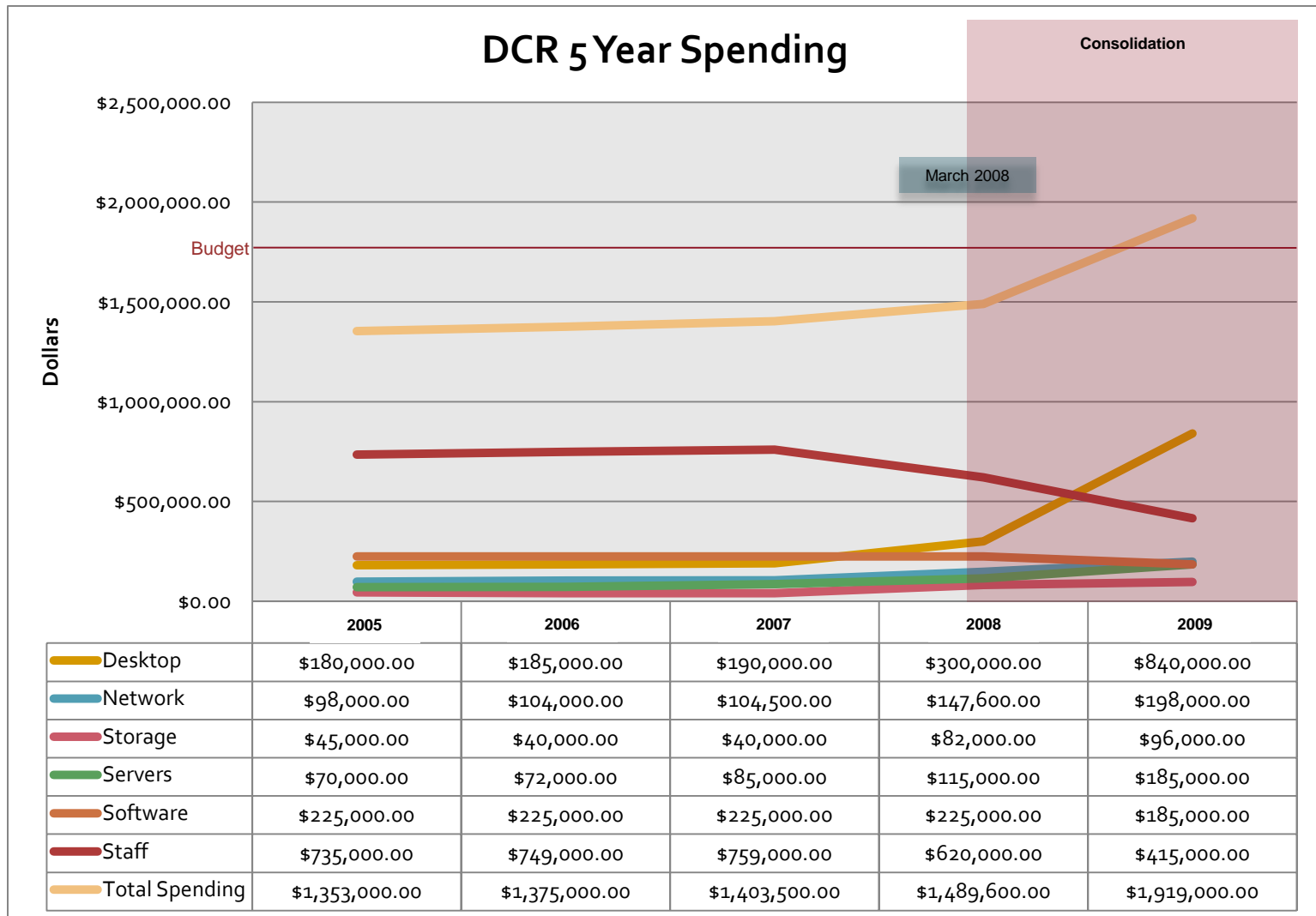
Efficiencies vs Cost
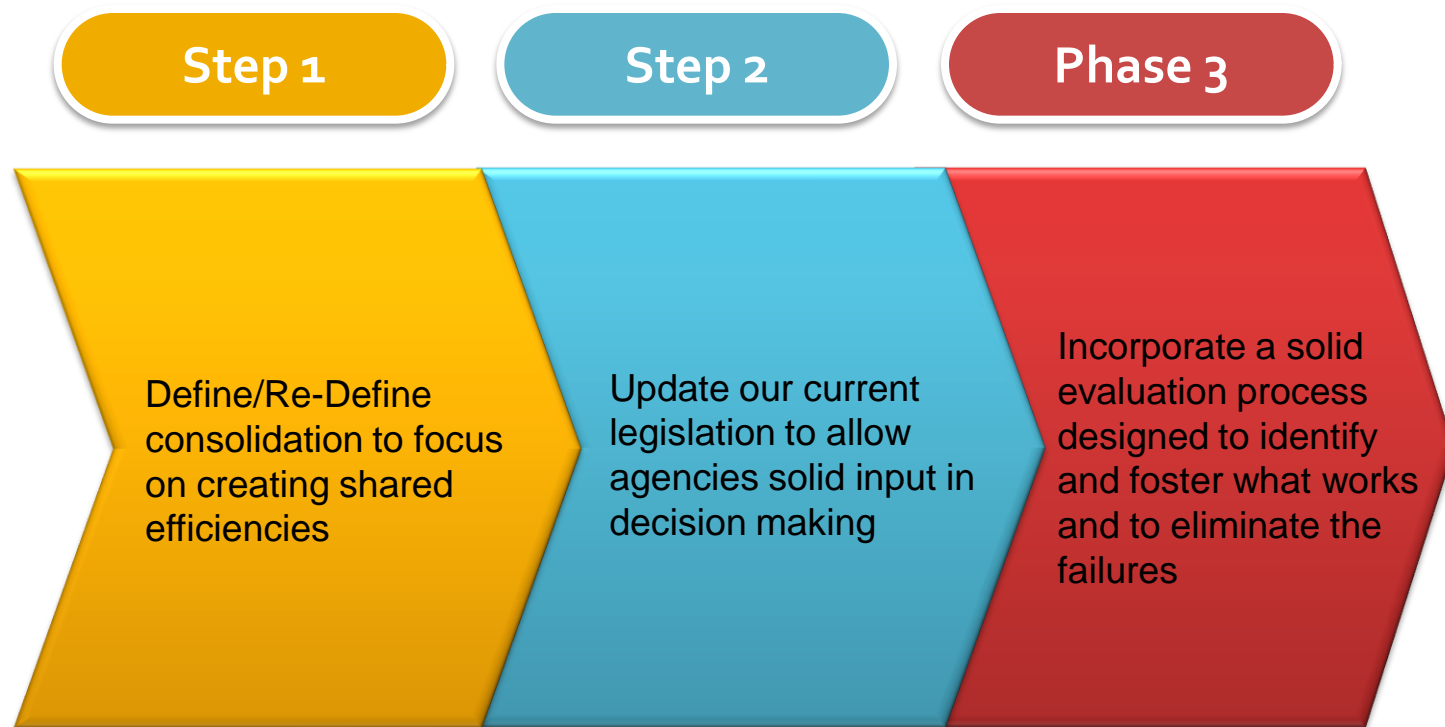
Support Services

Below are the major IT services influenced by consolidation.   The figures sited below derive from customer surveys and service availability reports conducted each quarter since July 2007

Backend Services

• Look at availability and performance, server and network services have improved 6% since July of 2007.

Desktop Hardware

• The replacement and support of desktop PCs has improved for DCR 8% since July 2007.

Peripheral Support

• Support for devices that connect (scanners, PDAs, etc.) to the PC has decreased 60% since July 2007.

Inventory Management

• Although management of ITS infrastructure inventory is adequate, DCR no longer has the staff necessary to manage peripheral inventories such as printers, scanners and other related devices.

How To Support

• 85% of customers surveyed in November 2009 reported they are dissatisfied with the level of "How To" support available. This is compared with a 35% dissatisfaction rate in July 2007.

After hours Support

• Currently ITS does not have an after hours support model in place to support many of our remote sites across the state. Consequently many sites are vulnerable after business hours.

COST

DCR 5 Year Spending

	2005	2006	2007	2008	2009
Desktop	$180,000.00	$185,000.00	$190,000.00	$300,000.00	$840,000.00
Network	$98,000.00	$104,000.00	$104,500.00	$147,600.00	$198,000.00
Storage	$45,000.00	$40,000.00	$40,000.00	$82,000.00	$96,000.00
Servers	$70,000.00	$72,000.00	$85,000.00	$115,000.00	$185,000.00
Software	$225,000.00	$225,000.00	$225,000.00	$225,000.00	$185,000.00
Staff	$735,000.00	$749,000.00	$759,000.00	$620,000.00	$415,000.00
Total Spending	$1,353,000.00	$1,375,000.00	$1,403,500.00	$1,489,600.00	$1,919,000.00

Moving Forward

Step 1	Step 2	Phase 3
Define/Re-Define consolidation to focus on creating shared efficiencies	Update our current legislation to allow agencies solid input in decision making	Incorporate a solid evaluation process designed to identify and foster what works and to eliminate the failures

Moving Forward

- "**§ 147-33.72C. Project approval standards – Paragraph (e)**
  Restructure this section to cover performance review and accountability not only for
  the private sector, but also for relationships between government organizations.

- "**§ 147-33.76. Head of the Office of Information Technology Services; qualification
  and appointment Qualification, appointment, and duties of the State Chief
  Information Officer. (Needs to be reworked to create a separation from the SCIO and
  ITS)**
  Restructure this section to separate the management and administrative duties of the SCIO from
  the ITS organization.   The SCIO should be focused on policy and governance building
  for the state as an enterprise and not for a division. This allows SCIO without bias to develop
  solutions for the state that benefit all agencies including ITS.

Thank You !

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